



# Los Angeles County Commission on Local Governmental Services

383 Kenneth Hahn Hall of Administration  
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**Chairperson**  
Richard J. Rosenthal, CRE

**Vice-Chairperson**  
Patricia G. Gray

Jeanne Breunig  
Shana E. Epstein  
Gordon Gray  
Rodrigo A. Guerra, Jr.  
Tyler Kelley  
Algird Leiga  
Sharon Martinez  
Matthew J. Parlow  
Angela J. Reddock  
Kenneth D. Rozell  
David Spence  
Joyce Streater

## **MINUTES**

June 5, 2007 Meeting  
500 West Temple Street  
Sybil Brand Conference Room 372  
Los Angeles, California 90012

Chairperson Rosenthal called the meeting to order at 9:13 a.m.

### **APPROVAL OF MARCH 6, 2007 MINUTES**

**On motion of Commissioner Rozell, seconded by Commissioner Leiga, the Commission unanimously approved the March 6, 2007 Minutes.**

### **CHAIRPERSON'S REPORT**

Chairperson Rosenthal briefed the Commission regarding the proposed taxi cab motions between Councilmember Wendy Gruel's office and Supervisor Zev Yaroslavsky and stated that Alisa Katz, 3<sup>rd</sup> District, is prepared to meet with the Board of Supervisors to resolve the City project. The Committee has two vacancies one in the First and the Second Supervisorial District.

### **UPDATE ON THE WIRELESS "911" RESPONSE SYSTEM**

Ella Sotelo, 911 County Coordinator, provided an overview of the 911 Public Safety Answering Points (PSAP) rollout. Prior to the project starting, when a person calls 911 from their cellular phone, the call was directed to the California Highway Patrol (CHP), and CHP would determine whose jurisdiction the call was in. The purpose of the PSAP project was to take those calls and instead of pointing them to the CHP to direct route to the appropriate jurisdiction. This project started four years ago and is 85-90% completed in Los Angeles County. There are 81 PSAPs in Los Angeles County. The complexity of the 911 network is due to the telephone companies inability to handle a certain volume of calls; therefore, a selective router is needed. Most counties only have one maybe two selective routers; Los Angeles County has 8 routers. The routers are operated by Verizon and AT&T depending on the particular jurisdiction. To start wireless deployment, the agency had to submit a letter to the State of California requesting that they receive direct routed calls. For example, Alhambra Police Department submitted their request to the State of California and AT&T (Cingular), T-Mobile, Nextel, Sprint, Verizon, and Metro PCS service providers were deployed to the Alhambra Police Department. In addition, TCS, Intrado, HBF, and VIXXI are provider's contracted with voice service provider that handle the routing calls and act like a telephone company managing the data base. To be a service provider, one would have to contract with one of the four PSAP wireless and also for database manager. In response to Shana Epstein, Ms. Sotelo reported some cities do not want to be part of the 911 PSAP wireless and some smaller cities have equipment issues. The Sheriff and the LAPD are completely deployed with the 5 service providers on the 19 divisions. LAPD is one PSAP with 19 divisions all answered on a single point. The Sheriff share back and forth and are one single PSAP.

Chairperson Rosenthal asked for an update of the Sheriff agreement test site. Ms. Sotelo stated that there was no test site; deployment started at the Norwalk Sheriff Station. Chairperson Rosenthal reiterated that they agreed to deploy one location as a test to see what the results were before they agree to deploy the rest of the 19 locations. Ms. Sotelo stated that deployment in one location was the initial intention. However, the test of deployment took place in the LAPD division receiving impact, and then the decision was made at the Sheriff's station. Ms. Sotelo said that a lot of the problems with the Sheriff stations are due to the monitoring equipment to determine the increase and they have to depend on answering the calls; Verizon has an AIM system where they can monitor the number of calls. Commissioner Epstein asked about cities that are now rolling 311 and the complications with people having wireless at their homes versus land line. Ms. Sotelo stated that it is a tremendous issue because if you live in Santa Monica and if you dial 911 from home, the call will be routed to Santa Monica Police Department and your call will end up at the California Highway Patrol because of the delay. Chairperson Rosenthal asked about the CHP experience. Ms. Sotelo stated that CHP is usually understaffed with long delays in receiving calls. CHP receives about 75,000 calls each month that are backed up in the 911 wireless network. Chairperson Rosenthal asked what is still causing 911 calls to overload; were they caused by cell phones. Ms. Sotelo advised that state law mandates all calls received should be routed to CHP first then transferred to the appropriate local jurisdiction. Chairperson Rosenthal asked if there has been a request to amend the state law and if CHP would be interested in participating in this endeavor. Ms. Sotelo will contact a CHP representative, and Commissioner Epstein will contact the City Manager of Santa Monica to find out why Santa Monica is not involved in the 911 response system.

#### **STUDY COMMITTEE AND TASK FORCE STATUS REPORT**

Commissioner Reddock drafted the motion. The County is complying with the study, but the City decided to pursue their own taxi cab study. Chairperson Rosenthal indicated that Jennifer Cohen's concerns seem trivial. Commissioner Reddock spoke with the president of the Los Angeles taxi cab commission and he's supportive of Local Governmental Services proposed study.

#### **MATTERS NOT ON THE POSTED AGENDA (TO BE PRESENTED AND PLACED ON THE AGENDA FOR A FUTURE MEETING)**

#### **PUBLIC COMMENTS**

There were none.

#### **ADJOURNMENT**

The meeting was adjourned at 10:21 a.m.

#### **ATTENDANCE**

##### **MEMBERS PRESENT**

Richard J. Rosenthal  
Shana E. Epstein  
Tyler Kelly  
Algird Leiga  
Sharon Martinez  
Matthew Parlow

##### **MEMBERS NOT PRESENT**

Patricia G. Gray  
Jeanne Breunig  
Gordon Gray  
Rod A. Guerra, Jr.  
David Spence  
Joyce Streator

Angela Reddock  
Kenneth D. Rozell  
Sharon Martinez

**STAFF**

Peter Papadakis  
Mireya Rivera  
Juanita Smith

**GUESTS**

Ella Sotelo, 911 County Coordinator  
Bruce Staniforth, Executive Director, Los Angeles County Economy and Efficiency  
Commission